Workplace Bullying Policy
1. Policy Validity Statement
1.1 If this document has passed its review date (as shown above), this document may be invalid. The user must ensure that they are using the most current version of the document before relying on the contents of this document.

2. Purpose
2.1 The purpose of this policy is to explain the standard of behaviour expected of employees and to outline the company’s policy on workplace bullying.

3. Scope
3.1 This policy applies to all QLS employees and agents of the Society.

4. References
4.1 QLS Grievance Policy

5. Definitions
5.1 Bullying
A person is subjected to workplace bullying if the person is subjected to repeated behaviour, by a person, including the person’s employer or co-worker or group of co-workers of the person that –
• Is unwelcome and unsolicited and
• In circumstances where a reasonable person would consider it to be offensive, intimidating, humiliating or threatening.

5.2 Psychological Abuse
Psychological abuse in the workplace causes untold suffering and long-term damage to the targets. Psychological abuse is a pattern of negative behaviour performed by a person or group of people who are in a position of power, though not necessarily legitimate power, that covertly attempts to single out and negatively affect an individual.

5.3 Repeated Behaviour
Repeated behaviour refers to the constant nature of the behaviour, not the specific type of bullying behaviour. Behaviour is considered ‘repeated’ if an established pattern can be identified and it may involve a series of diverse incidents. Single incidents of bullying type behaviour should not be ignored or allowed in order to prevent the situation escalating.

5.4 Bullying Types
Bullying is the repeated and regular infliction of behaviours either overt or subtle such as:
• Deliberately withholding information, authority, support or resources necessary to fulfill the requirements of the job which others receive
• Changing a person’s job description without consultation and imposing it without right of reply
• Ignoring, marginalising, dismissing as unimportant people, ideas, opinions, contributions etc
• Criticism which cannot be justified or reconciled with reality or disagrees with the assessment of others
• Isolating, cold-shouldering, snubbing, ignoring
• Demeaning, belittling, ridiculing, patronising, degrading, humiliating especially in front of others
• Refusal to acknowledge performance, achievement, results, worth, value, success etc
• Refusal to clarify job description and function or put it in writing
• Setting unrealistic conditions, objectives, or deadlines or changing these at short, or without notice
• Encouraging members of staff to snoop, eavesdrop or snitch on others
• Any behaviour whose intent is to make the target feel useless
• Behaviour which is inappropriately aggressive and indicative of lack of self-control eg. thumping the table, shouting, swearing etc especially with the intent to intimidate or frighten
• Snide remarks, teasing, taunting, mocking, ridiculing etc
• Plagiarism, taking undeserved credit, but never accepting responsibility when things go wrong
• The misuse of power or abuse of the disciplinary procedure to ensure another’s removal, dismissal etc
• The appointment or promotion of ‘chosen’ individuals or use of these individuals to target, manipulate, threaten, or control others
• Spreading malicious rumours, telling falsehoods to discredit, the use of nasty, spiteful, vindictive or venalbehaviours, dirty tricks campaigns or any form of persecution, victimisation, oppression etc
• Using foul, obscene or offensive language, sarcasm, jokes of a sexist, racist, ageist or similar nature eg. related to the target’s background, religion, age etc
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• Any behaviour whose intent is to make the target feel useless
• Sabotaging, interfering or impeding performance, particularly if for the purpose of later criticism
• Deliberate and persistent undermining of professional competence
• Making mountains out of molehills; twisting or distorting everything that is said
• Persistent unwillingness to make clear what is required
• Refusal to communicate, periods of silence
• Removal of status and authority, real or implied, especially in an underhand or devious manner.

5.5 Workplace Bullying is Not
Workplace Bullying does not include reasonable management action taken in a reasonable way by the person’s employer in connection with the person’s employment. Reasonable Actions include:
• Performance Management processes
• Action taken to transfer or retrench someone
• Decision not to promote
• Legitimate disciplinary action
• Workplace change or restructuring
• Injury or illness processes
As long as the managerial actions are not used to primarily offend, humiliate, threaten workers or to create an environment where workplace bullying is more likely to occur.

6. Risk

<table>
<thead>
<tr>
<th>Identified Risk</th>
<th>Consequence</th>
<th>Likelihood</th>
<th>Risk Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff do not understand the QLS Workplace Bullying policy and what constitutes workplace bullying.</td>
<td>Medium</td>
<td>Possible</td>
<td>Moderate</td>
</tr>
</tbody>
</table>

7. Internal Controls

7.1 Staff do not understand the QLS Workplace Bullying policy and what constitutes workplace bullying.
It is crucial that management and staff understand the Workplace Bullying policy to ensure that it is adhered to. If the policy is not understood, there is a risk of miscommunication and non-compliance.

Human Resources and the QLS WHSO will be undertaking annual workplace bullying training, which will focus on three main areas:
• Identifying workplace bullying
• Outcomes of workplace bullying
• Preventing workplace bullying.
This training will be compulsory for all QLS staff and will be held annually in February.

Additionally, information about the QLS Workplace Bullying Policy will be included in the Induction Kit for new staff and an overview will be provided during the Onboarding Program.

8. Policy
Queensland Law Society is committed to protecting the dignity of all employees by working to prevent and eliminate all forms of Workplace Bullying.

At work, individuals enter into a contract where they receive payment for the services they have agreed to provide for the organisation. In addition to their pay, workers expect the employer to provide a safe place to work, clear direction on what is expected in return for their pay, and independence to carry out the set tasks free from unreasonable interference.

Queensland Law Society considers Workplace Bullying unacceptable and will not tolerate it under any circumstances. All employees must be free to work in an environment free from bullying, harassment, threats or violence. Managers and team leaders must ensure employees are treated with respect, courtesy and dignity, not harassed, bullied or intimidated.

All employees must treat each other with respect and courtesy, not engaging in bullying or intimidating behaviour, nor condoning it by silently bearing witness to these behaviours.
Who may experience Workplace Bullying?
Workplace Bullying can occur between people in any direction in a workplace:
- Laterally (co-worker harassing another co-worker)
- Upwards (a worker harassing a manager/supervisor)
- Downwards (a manager/supervisor harassing a worker).

Effects of Workplace Bullying on People and the Organisation
It can create an unsafe working environment, result in a loss of trained and talented workers, the breakdown of teams and individual relationships, and reduced efficiency. People who are harassed can become distressed, anxious, withdrawn, depressed, and can lose self-esteem and the ability to carry out their jobs effectively.

Workplace Strategies to Eliminate Workplace Bullying
Queensland Law Society will take the following actions to prevent and control exposure to the risk of workplace bullying:
- Provide all workers with workplace bullying awareness training
- Ensure that the policies covering bullying and grievance procedures are endorsed by everyone
- Provide support for all victims of bullying
- Commit to promptly investigating complaints
- Ensure that disciplinary action will be taken against a person who bullies a worker or who victimises a person who has made or is a witness to a complaint. Complaints found to be malicious, frivolous or vexatious may make the complainant liable for disciplinary action.

9. Procedure
Persons who believe they have been subjected to workplace bullying should contact the Human Resources team to discuss the range of options available to deal with the matter.

There are a number of options available to employees for dealing with bullying ranging from dealing with the matter individually to making a formal complaint. These options are outlined in the QLS Grievance Policy.

10. Endorsement
10.1 QLS is committed to this policy and its implementation, and to ensuring a healthy and safe work environment that is free from workplace bullying. Failure of any employee to comply with this policy may result in disciplinary action which may be summary dismissal.